

Re-engaging Disengaged Clients

This resource is a summary of the video titled “Re-engaging Disengaged Clients” in this series.

Engaging and sustaining a partnership with families and clients is essential to achieving outcomes. Supporting a family via telepractice requires the practitioner to be observant and in tune with the client’s journey and notice when there are signs of disengagement. This is the time to be open and honest and check in with the family, it could be there have been changes within the family making it difficult to attend sessions or it could be not the right time of a day to have telepractice sessions. When a client feels heard and understood they are more likely to remain engaged with a service.

A disengaged client:

- You may notice: late notice cancellations, frequent re-bookings or failed to attend
- You may also notice in the moment, a client is: shut down, distracted, abrupt, annoyed, disinterested or has poor eye contact

Re-engaging a client:

- Notice and name what you see – use empathy and understanding
- Check in and clarify a client’s view on what you see – use this as an opportunity for the client to be heard and understood
- Negotiate a way forward – use shared decision making, flexibility from the practitioner

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PROJECT TEAM



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Association of Children’s Welfare Agencies
Key Assets Australia
Life Without Barriers
NSW Department of Communities and Justice
Social Futures
The Smith Family
Uniting

SUPPORTER

My Forever Family NSW

COMMUNITY OF PRACTICE

Association of Children’s Welfare Agencies
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Life Without Barriers
My Forever Family NSW
NSW Department of Communities and Justice
Settlement Services International
Social Futures
The Benevolent Society
The Smith Family
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